About Assist America

Founded in 1990, Assist America, Inc., is the nation’s largest provider of global emergency assistance in partnership with insurance benefit plans. The company, headquartered in Princeton, New Jersey, serves more than 30 million members and over 300,000 enterprises through benefit programs from the country’s most prominent insurance providers. In 2010, it expanded the scope of its program to include comprehensive identity theft prevention and resolution services.

Visit www.assistamerica.com to learn more.

*The definition of immediate family includes spouse and dependent children. Emergency Travel Assistance and Identity Theft Protection are not insurance. Assist America® and SecurAssist® are registered service marks of Assist America, Inc.

Value-added services are offered only on specific lines of coverage and carry a separate charge, which is added to the cost of the insurance. The cost is included in the total amount billed. Emergency Travel Assistance is provided by Assist America. Identity Theft Protection is provided by SecurAssist, an Assist America program. Sun Life is not responsible or liable for care, services, or advice given by any provider or vendor of the Services. Sun Life reserves the right to discontinue any of the Services at any time.


EMERGENCY TRAVEL ASSISTANCE AND IDENTITY THEFT PROTECTION

Benefits you can use today

Welcome

At Sun Life, we are pleased to offer you Emergency Travel Assistance and Identity Theft Protection through Assist America. These extra services are included as part of your life insurance or accident insurance plan.
Emergency Travel Assistance
If you have a medical emergency while you are more than 100 miles away from home, you don’t have to face it alone. With one simple phone call, you can be connected to Assist America’s staff of medically trained, multilingual professionals who can advise you in a medical emergency. 24/7. No matter where you are in the world, they will help you access or receive:
• pre-qualified, English-speaking professionals working in hospitals, pharmacies, and dental offices,
• medical consultation, evaluation, and referral,
• hospital admission assistance,
• critical care monitoring,
• emergency medical evacuation,
• transportation to return home or to a rehabilitation facility,
• prescription assistance,
• legal and interpreter services, and more.
You or your immediate family* (whether traveling together or separately) can activate Assist America’s emergency services with one call to the number on your Assist America ID card, whether you are on vacation or on a business trip (spouse business travel excluded). Assist America pays for 100% of the services it arranges for and provides.

Identity Theft Protection
Identity theft is a serious crime. Each year, millions of Americans have their personal financial information stolen and must spend a significant amount of time and money to restore their records. If you ever become a victim of identity theft, you don’t have to face it alone.
You have the support of a comprehensive Identity Theft Protection program through Assist America’s SecurAssist Identity Protection program. It provides:
• 24x7 telephone support and step-by-step guidance by anti-fraud experts,
• a case worker assigned to you to help you notify the credit bureaus and file paperwork to correct your credit reports,
• help canceling stolen cards and reissuing new cards, and
• help notifying financial institutions and government agencies.

You can also help stop identity theft before it happens:
• You can securely store information from credit cards, bank cards, and documents in one safe, centralized location. If any information ever becomes lost or stolen, retrieval is easy and the resolution process can begin.
• You can register for identity fraud protection surveillance of up to 10 credit or debit cards.
• Registered cards are monitored using sophisticated real-time early warning technology that monitors underground chat rooms across cyberspace, where thieves are selling and trading stolen personal information.
• You receive early warning of potential threats and are notified if your identity has been misused.

These valuable services offer additional protection you can use today—giving you peace of mind and helping you face emergencies.